

**City of San José**  
**CLASS SPECIFICATION**

**PUBLIC SAFETY RADIO DISPATCHER (FT) (8514)**  
**PUBLIC SAFETY RADIO DISPATCHER (PT) (8534)**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-exempt

**CLASS SUMMARY**

Under general supervision, performs work of moderate difficulty in dispatching police, fire, and emergency medical personnel and equipment; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is the journey-level class for public safety dispatching within the City of San Jose. Incumbents are required to handle the full range of telephone answering and dispatch functions. This class differs from the class of Public Safety Radio Dispatcher Trainee in that the latter is the entry/trainee level class where incumbents receive training in dispatching and related functions. It can also be distinguished from the class of Senior Public Safety Dispatcher in that incumbents of the latter class act in a lead supervisory capacity over a segment of the dispatching operations on a given shift or function within a specialized assignment.

**QUALIFICATIONS**

**(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)**

**Minimum Qualifications**

**Education and Experience**

Successful completion of high school and three years of experience working in public contact employment and completion of all of the training requirements expected of a Public Safety Radio Dispatcher Trainee, including completion of a Basic Dispatch course, as well as any other classroom or field training required at that level **or** one (1) year of experience as a Public Safety Communications Specialist.

**Acceptable Substitutions**

A General Education Diploma (GED) may be substituted for the completion of high school. One year of current experience as a journey level dispatcher or calltaker with a public safety radio dispatch center or a public safety call center may be substituted for one year experience as a Public Safety Communications Specialist.

**Required Licensing/Certification (such as driver's license, certifications, etc.)**

None.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

None.

### **Basic Knowledge, Skills and Abilities**

**(Needed at entry into the job in order to perform the essential duties.)**

- Knowledge of the techniques, procedures, policies, and methods used in the operation of a moderately sized public safety dispatching center.
- Knowledge of the operation of computer aided dispatch systems, video display terminals, radio dispatching consoles, and associated equipment.
- Knowledge of standard public safety radio procedures.
- Ability to read, write, spell, and speak in clear and concise English.
- Ability to pass an intensive police background investigation.
- Ability to deal tactfully with the public and others.
- Ability to follow oral and written instructions.
- Ability to learn and interpret maps.
- Ability to work in a confined area and wear a radio headset.
- Ability to retain composure and work accurately under pressure in emergency situations.
- Ability to type.
- Ability to learn to accurately and quickly enter information in the computer system while receiving information via radio and telephone.

### **Desirable Qualifications**

**(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)**

- Knowledge of City emergency telephone answering and law enforcement or dispatching techniques, policies and procedures.
- Knowledge of the general policies and procedures pertaining to the operation of the City dispatch center.
- Knowledge of primary roads, streets, highways, areas, major buildings and public facilities within the City's boundaries.
- Ability to analyze responses from law enforcement computer networks for compatibility with the original request.

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
1.	Dispatches police and fire personnel and equipment on both routine and emergency calls utilizing the computer aided dispatch system, video display terminals, radio dispatching consoles, and related equipment.	30%
2.	Monitors and maintains status of assigned public safety personnel and equipment; may initiate fire equipment move-ups to ensure adequate city-wide fire protection.	15%
3.	Analyzes situations accurately and takes effective action to help assure officer safety.	15%

<b>DUTY NO.</b>	<b><u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
4.	Answers the telephone and receives emergency, non- emergency, and 9-1-1 requests for assistance; evaluates the information and creates a CAD system event by typing live conversation text and command strings into a CAD system, transfers the call to the proper emergency service provider, or provides information to the caller.	As Required
5.	Inquires, interprets, verifies, receives, and disseminates information from law enforcement computer networks relating to wanted persons, stolen property, vehicle registration, etc.	As Required
6.	Maintains familiarity with major roads, streets, areas, and industrial and public facilities within City boundaries.	As Required
7.	May be responsible for completing reports on routine non-emergency type calls in accordance with established procedures.	As Required
8.	Determines and reports the need for equipment repairs and may call back communications and other maintenance personnel for emergency repair of facilities and equipment.	As Required
9.	May provide computer aided dispatch telecommunications systems management in specialized positions.	As Required
10.	May provide one-on-one dispatcher operational training.	As Required
11.	Receives structured classroom and on-the-job training.	As Required
12.	Performs other duties of a similar nature or level.	As Required

\*Frequency defined as %, (totaling 100%) or “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

### **WORKING CONDITIONS**

Work is performed in a structured and sometimes stressful work environment that includes structured breaks and lunch schedules. Incumbents are required to wear a uniform and work various shifts including nights, weekends and holidays; overtime may be required including last minute shift extensions.

<b>CLASSIFICATION HISTORY</b> (Formerly Public Safety Dispatcher II, Communications Dispatcher II) (8/85), (Rev. 12/86), (Rev. & Ret. 8/88), (Rev. 2/89), (Rev. 6/97), (Rev. & Ret. 5/06), (Rev. 12/09)
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